



**CITY OF FORT LAUDERDALE
City Commission Agenda Memo
REGULAR MEETING**

#16-1219

TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Lee R. Feldman, ICMA-CM, City Manager

DATE: October 18, 2016

TITLE: Consideration of a Motion Regarding the Release of Request for
Proposals (RFP) for Managed Services of a 911 Communication Center

Recommendation

It is recommended that the City Commission consider the release of a Request for Proposals (RFP) for a managed service company to implement and manage a 911 Communication Center for the City of Fort Lauderdale.

Background

In 2014, Fort Lauderdale joined the Broward County Regional 911 Consolidated Communications System (Regional E911 System) and suspended operation of its own center. Since the transition, the Broward regionalized system has consistently underperformed. As a result, the City Commission directed an evaluation of the feasibility of resuming operations in Fort Lauderdale and once again providing this service for our Neighbors.

In conducting this evaluation, we focused on two key items. The first was to identify the various deployment methods and, the second was to look at other centers regionally and provide information on staffing levels so that potential future workforce challenges could be predicted.

With respect to a critical path forward, we believe there are currently four different options:

1. Maintain the status quo – the service would continue to be delivered by the Broward County Regional E911 System.
2. Transition to being a City service – the service would continue as the status quo while we design, implement, stand-up and transition back to a 911 center staffed and operated by Fort Lauderdale Community Builders.
3. Transition to being a managed City service – the service would continue as the status quo while we seek a vendor through the procurement process to design and stand-up a 911 center which will be turned back over to the City in a turnkey fashion at some date in the future.

4. Transition to being an outsourced service – the service would continue as the status quo while we seek a vendor through the procurement process to design and stand-up a 911 center in an outsourced model with no anticipated turn over to the City in the near term.

Beyond presenting these options as paths forward, staff surveyed other south Florida 911 centers and collected data related to staffing, vacancies and salary/benefits. Vacancy rates were calculated as a quick and common comparator to look across the data. It is not intended to be the only way to look at the potential future workforce available to staff a new center, but it is a quick way to look at whether or not there are current staffing challenges in the region. To highlight the vacancy rates within the larger systems in South Florida (staffing greater than 50 FTE's), the Broward Sheriff's Office reports 7.6%, the City of Miami reports 15.9%, the City of Miami Beach reports 11.6% and Palm Beach County reports 10.2%. More comprehensive data is available and presented in Exhibit 1.

At the September 7, 2016 City Commission Conference Meeting, Commission Agenda Memo (#16-1079) was submitted for review. The 911 Communications Team composed and presented a draft RFP for use in soliciting an agency to implement and manage the City's proposed 911 Emergency Communications Center and presented the August 2016 expert consultant report of the status of the current 911 regional system. Attached (Exhibit 2) is the previously submitted CAM #16-1079, including exhibits.

Based upon the available information, we are seeking direction on whether or not to release the RFP for managed services of a 911 Communications Center now or suspend it in place for review at some point in the future, if the conditions change.

Resource Impact

The fiscal impact for FY17 has not yet been determined.

Strategic Connections

This item is a *Press Play Fort Lauderdale Strategic Plan 2018* initiative, included within the Public Safety Cylinder of Excellence, specifically advancing:

- Goal 9: Be the safest urban coastal City in South Florida through preventative and responsive police and fire protection.
- Objective 2: Provide quick and exceptional fire, medical, and emergency response.

This item advances the *Fast Forward Fort Lauderdale 2035 Vision Plan*: We are Community.

Attachments

Exhibit 1 – Tri-County Telecommunication Positions Salaries, Benefits, and Vacancies
Exhibit 2 – Commission Agenda Memo #16-1079

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